



**KARNATAKA GRAMEENA BANK**

**ಕರ್ನಾಟಕ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್**

**HEAD OFFICE: BALLARI  
GENERAL ADMINISTRATION WING**

**SOP for opening of New locker Account for customers**

- i. Lockers can be hired by Individuals, Minors, Two or More Individuals(Joint Hirers), Firms, Companies, Association or clubs, Trusts, Trustees, Government Departments, Illiterates - individually or jointly with a literate and visually impaired persons, Non- Resident depositors also either individually or jointly with other non-residents or residents.
- ii. To avail Locker facility, the hirer should have an operative account at our Bank. In case of Joint locker, all joint holders should have operative accounts with us. The Customer has to provide the valid KYC documents.
- iii. Customer has to Inquire about locker availability, size and rental options as the rent of the lockers may vary from time to time depending upon the size, locality and demand for lockers in the area. One-time locker registration charges shall be paid by the customer for fresh locker allotment.
- iv. Rent of the locker shall be collected for a minimum period of one year in advance by the Bank and the same shall be collected in the first week of April every year.
- v. Hirer has to submit a Term Deposit Receipt (TDR) which would cover 3 years rent and the charges for breaking open the locker (including applicable service charges) in case of an eventuality. The deposit shall be for a minimum period of three years with an option to renew till the continuance of locker facility. It shall be kept with locker agreement and Bank's lien is to be marked. No loan should be granted against such deposit.
- vi. As and when there is an enhancement in the rental rates, the Bank shall notify to the hirer through email/SMS to the registered mobile number of any/all of the hirers.
- vii. When a particular locker is allotted to an applicant, Safe Deposit Locker Agreement (F-566) should be got executed by applicant/s and the cost of requisite stamp duty should be borne by the applicant/s. The hirers should personally visit the Branch to sign the hire contract. Safe Deposit Locker Agreement (F-566) is also made available at our Bank's website.



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- viii. The Customer has to provide the valid KYC documents, pay the applicable Locker Rent and receive the locker key or access credentials.

**(For further queries/clarifications if any, kindly contact the nearest Branch)**

**SOP for Accessing the Locker for customers**

- i. Primary hirer, co-hirer, or authorized individuals listed in the locker agreement can access the lockers. Customer will receive a personal key; the Bank retains a “guard key”.
- ii. Access requires customer’s signature and personal key. In two-key systems, both keys are used simultaneously. Bank staff will assist with unlocking but leaves customer to access contents privately.
- iii. The customers can access locker during Bank’s operating hours.
- iv. Law enforcement agencies can access only with a valid order by the Court or appropriate competent authority.
- v. CCTV monitoring and security protocols are in place.
- vi. In case of default / non-payment of rent, our usual course of action such as sending registered notices, breaking open of locker as per procedure shall be followed.
- vii. In case of hirers default in the payment of rent, they should not be allowed to operate the locker till the arrears are cleared.
- viii. If the locker is surrendered before the expiry date, the proportionate rent for the unexpired period shall be refunded automatically by the system to the operating account of the customer linked to the locker.
- ix. It is recommended to operate the locker at least once in a year. If remains un-operated for a period of seven years or more, Bank shall be at liberty to transfer the contents of the locker to the nominee/ legal heir/s of the locker hirer(s) or dispose of the articles in a transparent manner as the case may be, even if the rent is being paid regularly. If the rent remains unpaid for 3 consecutive years, Locker may be break opened in a transparent manner.



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- x. For each hired locker, 12 free operations per year are allowed. Beyond which charges will be collected per operation by the system.
- xi. The customers should not keep the articles such as Cash, weapons, explosives, chemicals, perishables, radioactive materials, any other Hazardous or illegal items.

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### **SOP for Break Opening of Lockers for customers**

Lockers are break-open in the following cases:

1. If the hirer loses the key and request for breaking open the locker at their cost.
2. Break open in case of attachment and recovery of contents in a Locker and the Articles in the safe custody of the Bank by the Court or appropriate competent authority.
3. When hirer default due to non-payment of locker rent for three years in a row.
4. If the bank is of the view that there is a need to take back the locker as the locker hirer is not co-operating or not complying with the terms and conditions of the agreement.
5. Emergent Situations.

#### **1. If the hirer loses key and requests for breaking open the locker at their cost:**

- i. When a hirer/s loses the key, immediately inform the details to Branch manager and an undertaking letter to be submitted to Branch Manager regarding key lost. If the key is found in future, it should be handed over to the bank.
- ii. All Charges for breaking open of the locker, changing the lock set, repair/ replacement, other handling charges and rent due till the quarter in which the locker is broken open will be collected from the hirer in Advance.



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iii. After obtaining the prior permission from the Competent Authority, the Branch Manager will schedule a date in consultation with Locker manufacturers to break open the locker.

iv. The Break open operation shall be done in the presence of the hirer/s and an authorized official of the Bank.

v. After Break open, new Locker Key shall be provided by the Bank to the hirer/s. After which the branch may allow the hirer to operate the locker.

**2. Break open in case of attachment and recovery of contents in a Locker and the Articles in the safe custody of the Bank by the Court or appropriate competent authority:**

i. The Bank shall verify and satisfy itself about the orders and the connected documents received for attachment and recovery of the contents in a locker or articles in the safe custody of the Bank.

ii. The Bank shall inform the locker hirer by letter / email/ SMS to the registered email id/ mobile number that the Government Authorities have approached for attachment and recovery or seizure of the locker or articles deposited for safe custody.

iii. An inventory of the contents of locker and articles seized and recovered by the Authority shall be prepared in the presence of such Government Authorities, two independent witnesses & an officer of the Bank and shall be signed by all.

iv. A copy of the inventory may be forwarded to the customer to the address available in the Branch's records or handed over to the customer against acknowledgement.

**3. When hirer default due to non-payment of locker rent:**

i. If the rent has not been paid by the customer for three years in a row.

ii. Before exercising the right to break open the locker, the Bank shall send 'Termination notice' to the locker hirer/s of not less than 30 days by registered post / speed post / through email & SMS alert and/ or Whatsapp to the registered email id & mobile number.

iii. If the Hirer/s does not surrender the locker at the end of the notice period, Bank shall send 'Break Open Notice' to the locker hirer/s of not less than 30 days



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by registered post/ speed post / through email & SMS alert and/ or WhatsApp to the registered email id & mobile phone number.

iv. In case the Termination Notice and the Breaking Open Notice are returned undelivered or the Hirer/s are not found to be traceable despite the Bank having taken reasonable efforts above, the Bank shall, before breaking open the Locker, issue a public notice of not less than 1 (one) month about the Bank's intention to break open the Locker, in minimum 2 (two) newspapers (one in English and another in local language) in the location where the Hirer's address stated in the Agreement or as further communicated by the Hirer/s to the Bank.

v. After obtaining the prior permission from the Competent Authority, the Branch Manager will schedule a date in consultation with Locker manufacturers to break open the locker, the locker shall be break-opened in the presence of 2(Two) Officers of the Bank and 2 (Two) independent witnesses.

vi. If any contents found, an inventory of the contents found after breaking open of lockers should be prepared in duplicate in the presence of the said four persons whose signatures should be obtained in the list. If the locker contains jewelry, gold or silver articles, the same are to be appraised by the bank's jewel appraiser and kept in sealed envelope with detailed inventory inside fireproof safe in a tamper-proof way.

vii. When contents are found in the locker, Bank can exercise its lien over the contents for arrears of rent and other expenses incurred for breaking open, repair/replacement and handling/service charges etc. and can recover the charges/dues by auctioning the contents.

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